fitting a plurality of audio templates to the sampled portion of the call;

determining a language of the call based upon a best relative fit between one of the plurality of audio templates and the sampled portion of the call; and

routing the call to an agent of the automatic call distributor based upon the determined language of the call.

Amend claim 7 to read as follows:

7. An automatic call distributor with language recognition means, comprising:

means for detecting a call;

means for sampling an audio portion of the call;

means for fitting a plurality of audio templates to the sampled portion of the call;

means for determining a language of the call based upon a best relative fit between one of the plurality of audio templates and the sampled portion of the call; and

means for routing the call to an agent of the automatic call distributor based upon the determined language of the call.

Amend claim 13 to read as follows:

13. A method of routing a call based on a language of a customer comprising the steps of:

detecting the call;

determining the language of the customer;

routing the call to a response service based on the language; and